



Meeting Summary
911 Board Standards Committee
04/15/2014
N.C. ITS Building
3900 Wake Forest Rd
Raleigh, NC
10:00 AM – 1:00 PM

<u>Members Present</u>	<u>Staff Present</u>	<u>Enforcement Committee</u>
Laura Sykora, Chair	David Dodd	Greg Foster
Jimmy Stewart	Richard Bradford	Carson Smith
Christy Shearin-Phone	Richard Taylor	Jeff Dulin
Wayne Cyrus - Phone	Tina Bone	John Letteney
	Dave Corn	Jim Soukup
<u>Members Absent</u>	<u>Staff Absent</u>	<u>Committee Members Absent</u>
Donna Wright		
Margie Frye		Hal Oakley
Barry Furey		
Joe Gurley		
Neal Sizemore		

Laura Sykora called the meeting to order at 10:04 AM, and welcomed everyone. Laura asked Richard to call the roll. Laura then asked Dave Corn to give an update on the reasoning behind the creation of the Standards Enforcement Committee. Richard Taylor noted the purpose of the Standards and their enforcement is not meant to drop a heavy hammer on the PSAPs, but to assist them in improving. The people on the Enforcement Committee represent field responders who have prior experience in standards compliance and enforcement.

John Letteney noted one of the things the Enforcement Committee should do is look at the underlying cause of non-compliance. Is it they don't want to comply, or is there a compelling reason they cannot

meet the standard. Jeff Dulin thinks the Committee needs to look at way to shave seconds on call processing times, to improve response times. Sheriff Smith says the compliance tool he sees used most often is inspections, such as jail inspectors, and DCI. Jim Soukup says PSAPs need a network that will allow them to go out and find the people that are in compliance. This would allow them to know who to reach out to, to help get themselves into compliance. Or to put it another way, "some PSAP Directors don't know what they don't know".....and don't know where to look to get the answers.

Richard Taylor likes the idea of a check sheet that would clearly define what would be expected in an inspection process. Carson Smith noted the PSAP should know in advance what the Standards Enforcement Committee is looking for. John Letteney said there should be some room in the Standards to consider the size and mission of the PSAP.

Jeff Dulin wondered if the concept of a regional support group would be helpful in getting people up to speed on how to deal with their deficiencies. Jim Soukup thinks people need assistance in funding eligibility. He wonders if training costs for new equipment, perhaps equipment installation, and replacing staff that have to be away from work to attend training, may be areas that need to be looked at for funding assistance.

Richard likes the idea of a regional support group, attended by Board staff members and Enforcement Committee members, to provide knowledge to PSPAs that need resource. Jeff Dulin said Emergency Management has 9 DPR regions already established across the State, that might could be used as a model.

Laura then asked how does the Committee move forward? John Letteney said some things like training are already in place with Criminal Justice and Sheriffs Standards. Carson Smith wondered if PSAPs would be motivated by and benefit from incentives? What if there was a Level 1, 2, and 3 PSPAs, and everyone was required to meet a Level 1 status? Then the PSAPs would have an incentive to improve to a Level 2 or 3, and advancing to a higher level could be tied to additional funding.

John Letteney said the Committee could look at the CALEA standards that explains the inspection process, and could be used as an example or comparison as the Committee develops an inspection tool or checklist. Carson asked if there are sufficient resources on staff to do the Inspection process.

Jeff Dulin noted that ECaTS can address call answer times across the State. He asked if there is a way to capture call processing times across the State, from all the different CAD applications. Richard Taylor said this was something the Board had not looked at, and would be difficult to obtain.

Laura thought it would be important to keep the audit process and staff as separate entities. Staff should be considered as a resource, not an enforcer.

The group chose Tuesday, May 13th at 10:00 AM, as the next tentative meeting date. Richard will need to find a location for the meeting.

Greg Foster mentioned since Richard and George will be meeting with the County Commissioners Association, the 911Board could encourage Commissioners to allow their 911 Directors to attend Board meetings and Committee meetings, to become more involved and informed in the process.

Laura asked Richard Bradford to give a summary of where the Standards are in the Rules Review process. Richard Bradford said the draft rules have been submitted and review/discussion is in process. One thing to consider; the Board currently may not have latitude in terminating funding, at least a portion of funding, due to non-compliance with standards. There are also some standards that may more be like SOPs. Richard Brandford is looking at re-arranging parts of the Standards to capture them in a different and more appropriate place in the document. He also indicated the inspection process being discussed might not need to be in the Rules process at this time. Laura asked Richard Bradford to circulate the latest revision of the Standards document with Committee members as soon as he could.

Laura adjourned the meeting at 11:40 AM.